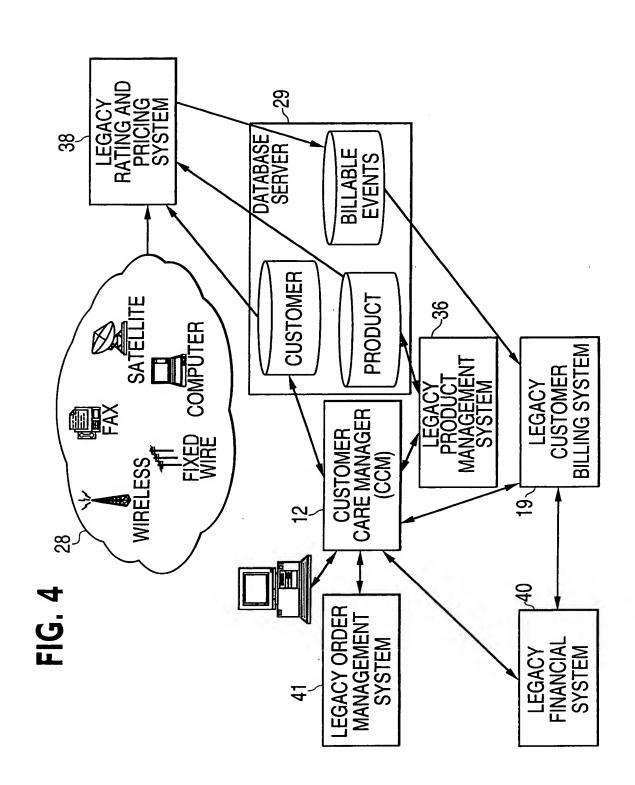
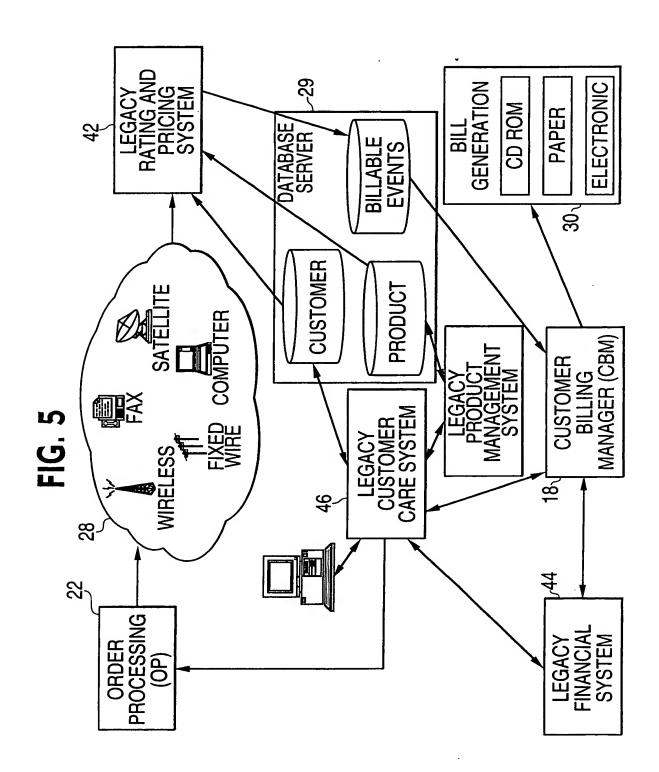
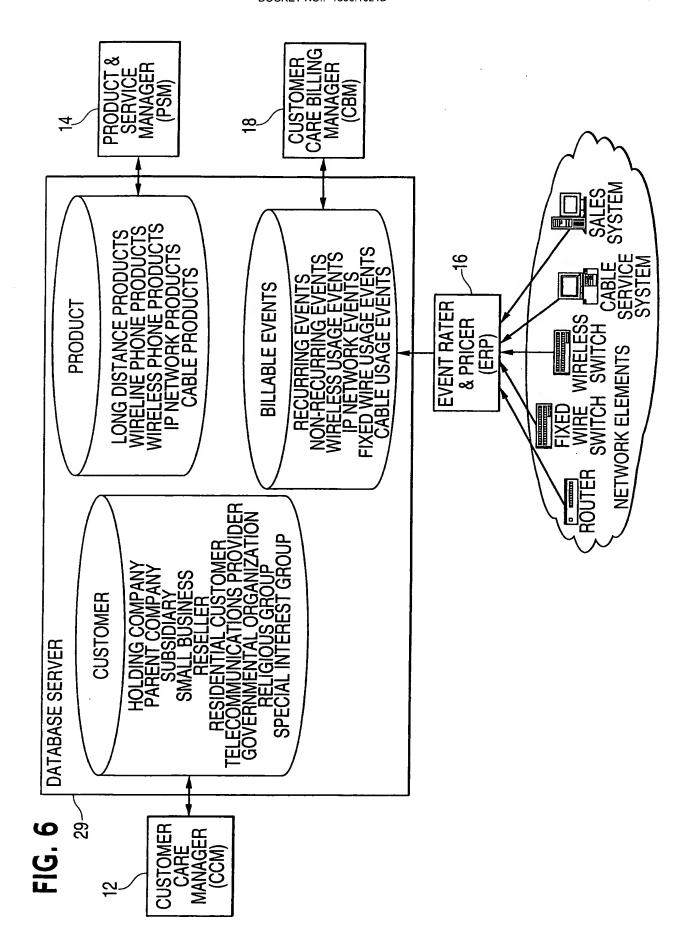


FIG. 3

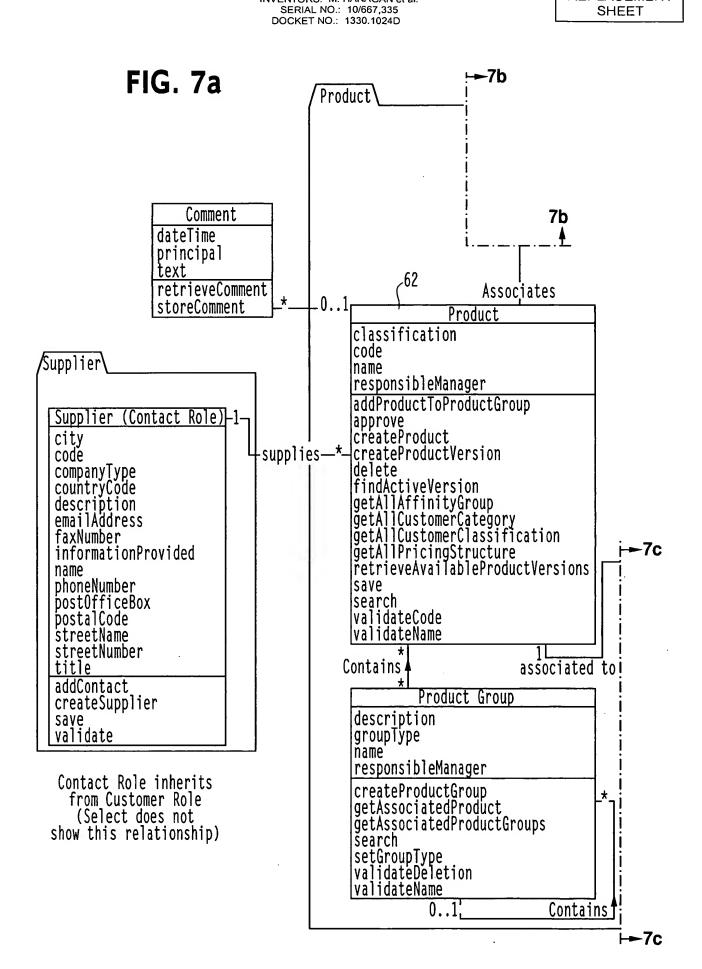


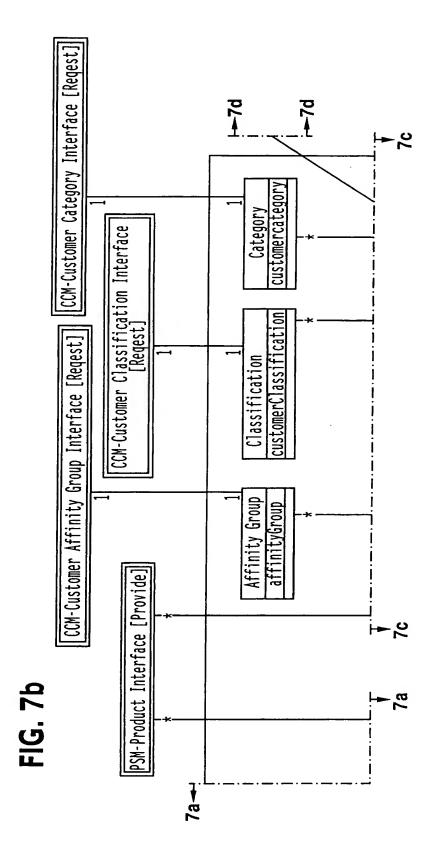


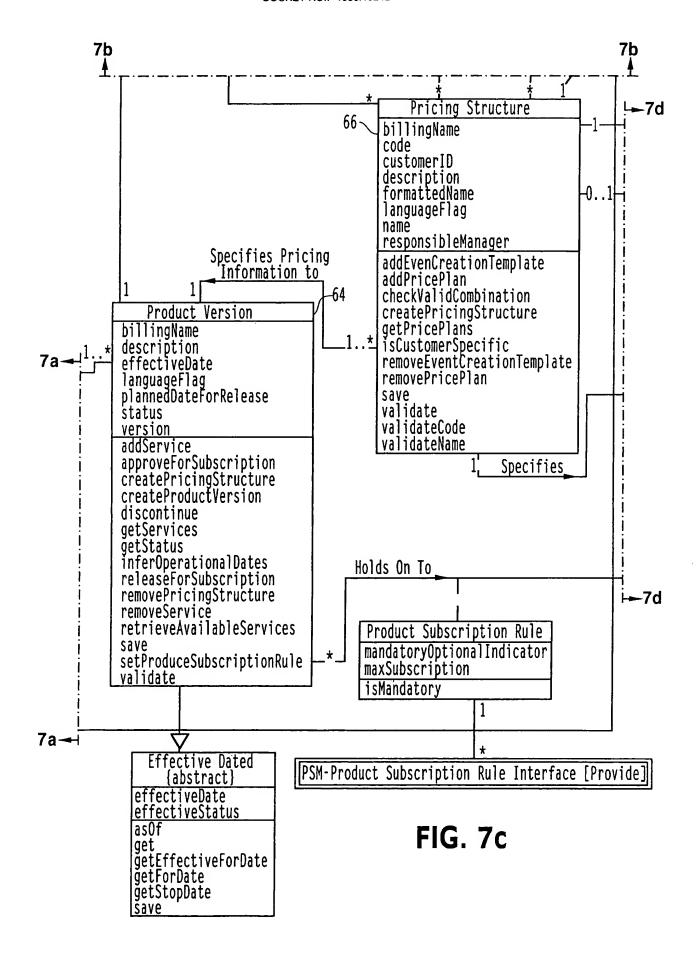
REPLACEMENT SHEET



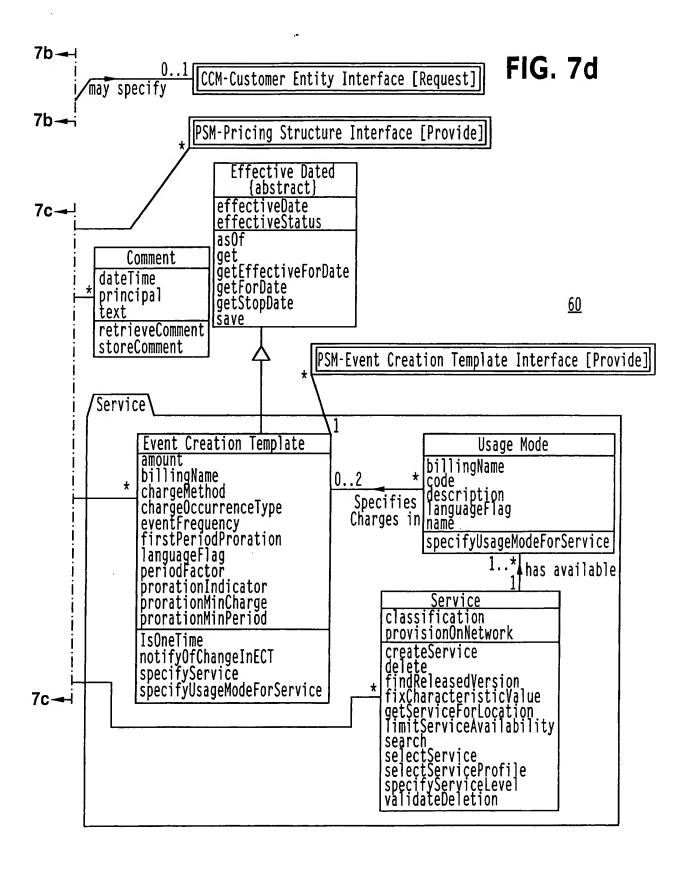
REPLACEMENT SHEET

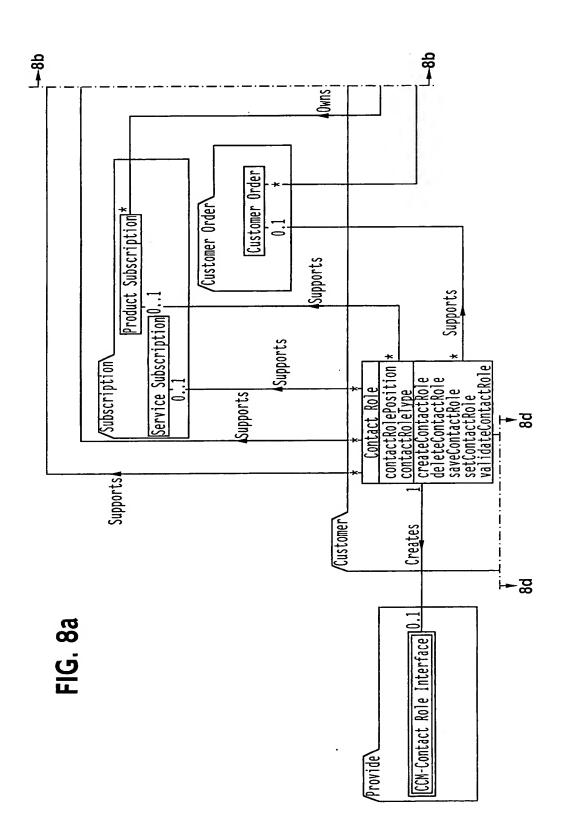




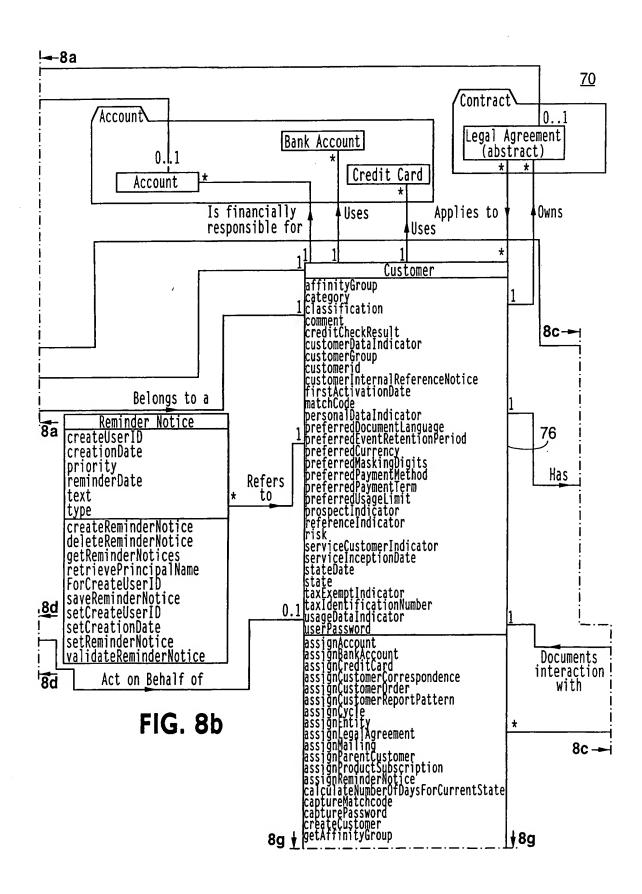


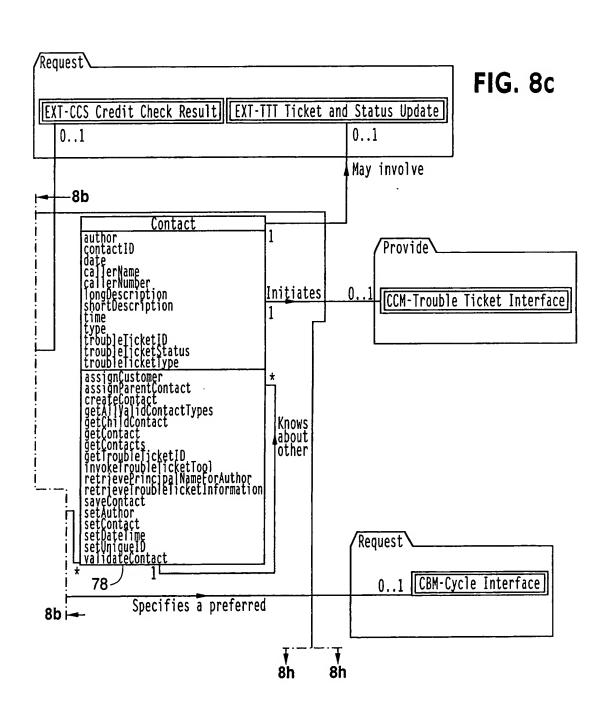


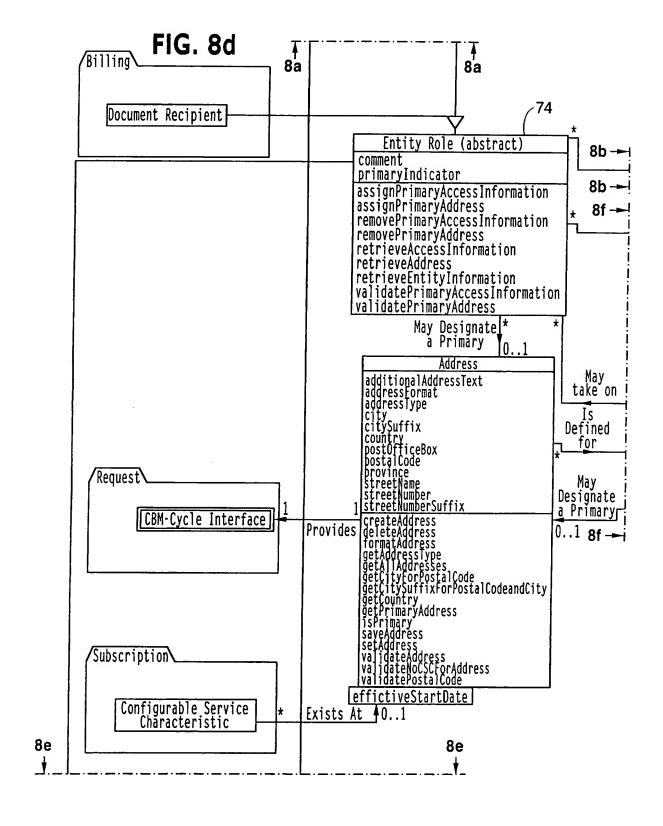


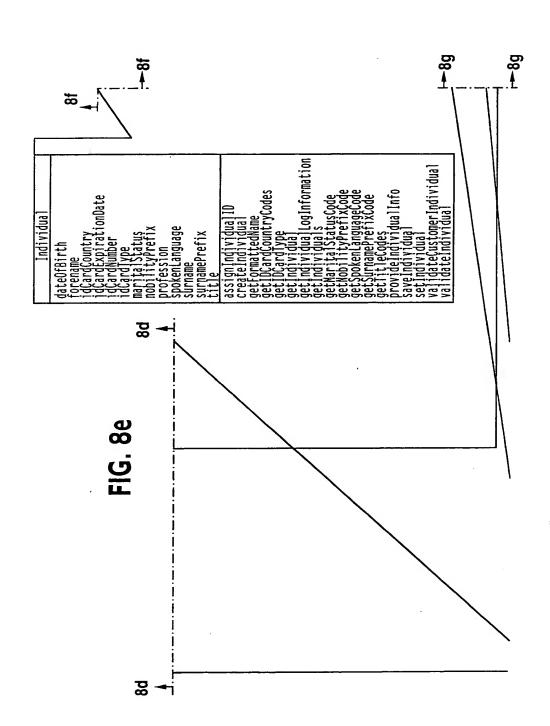


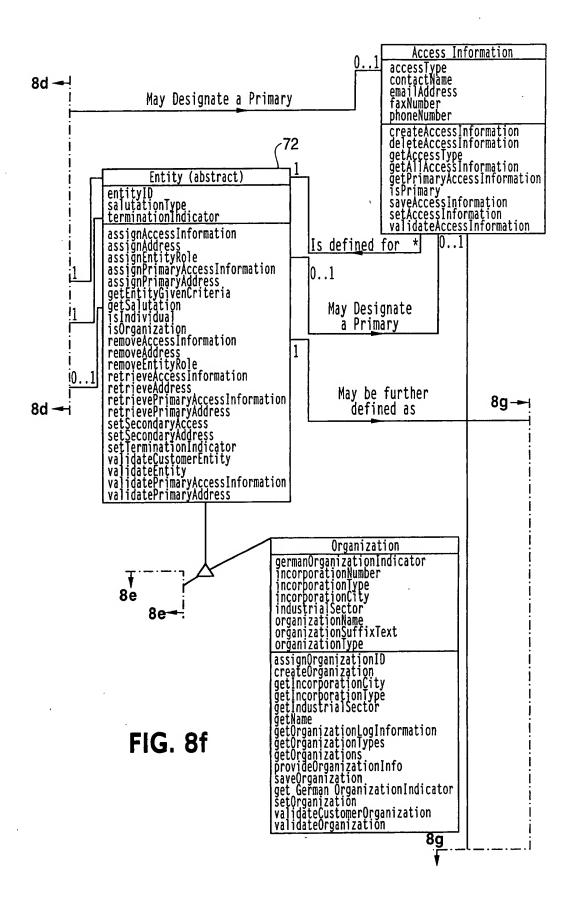
DOCKET NO.: 1330.1024D

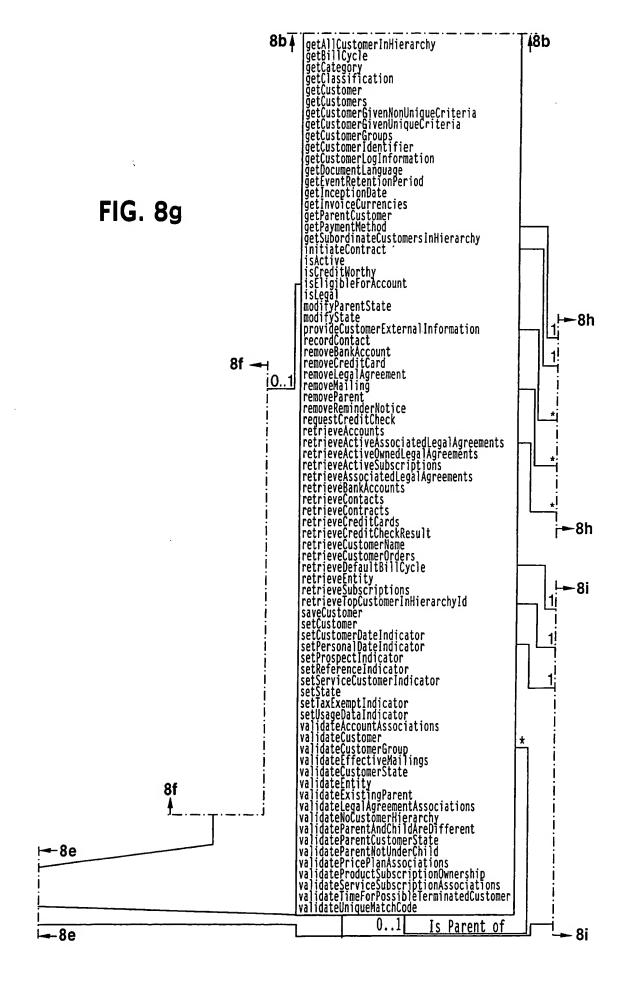


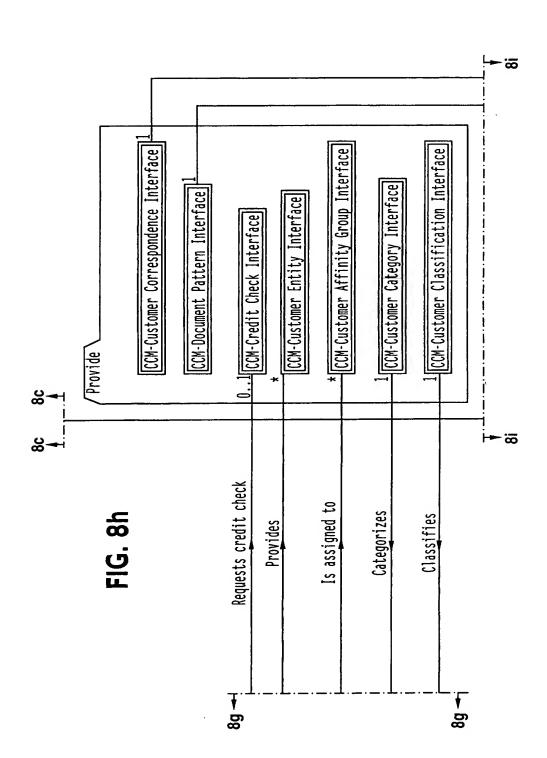


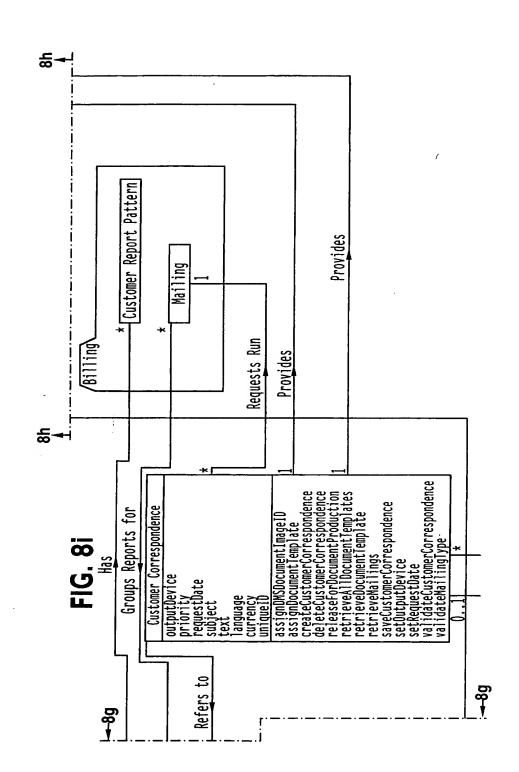


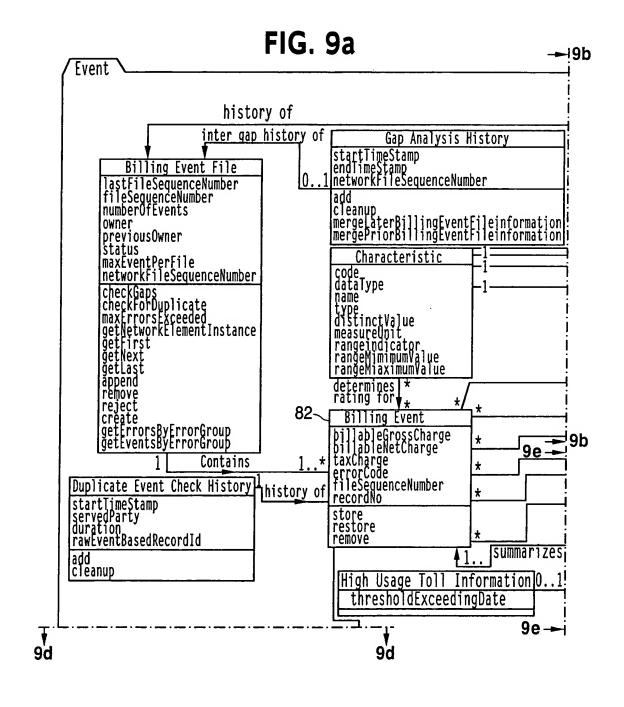












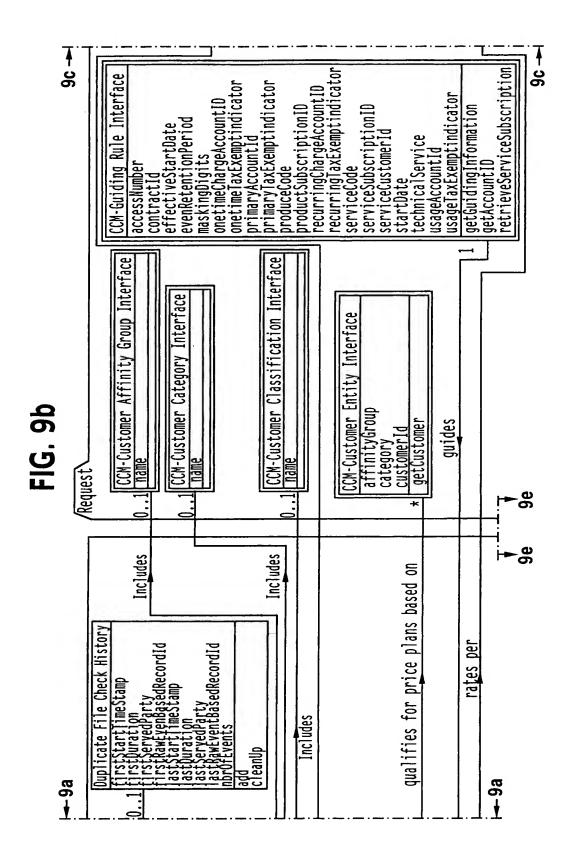
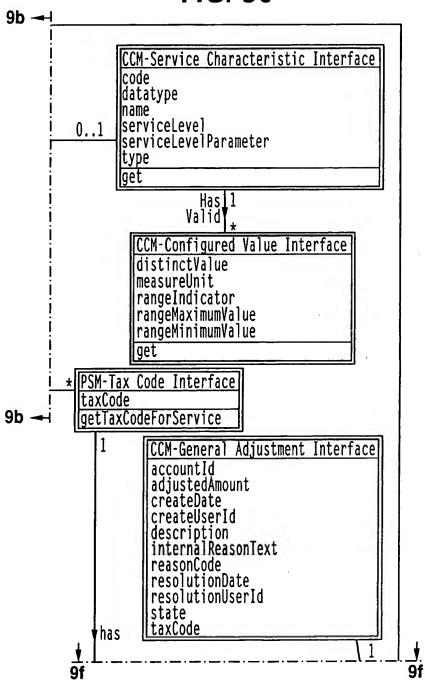
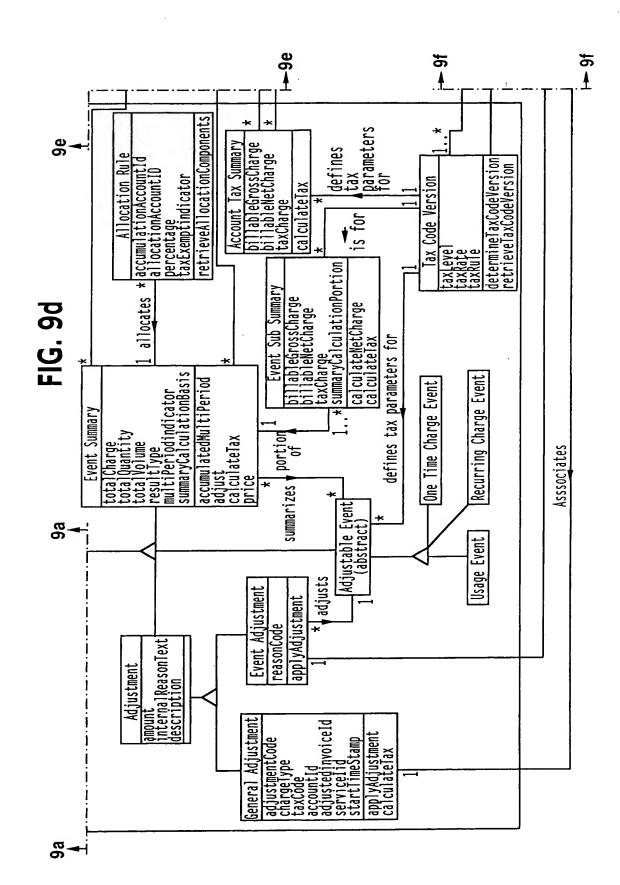
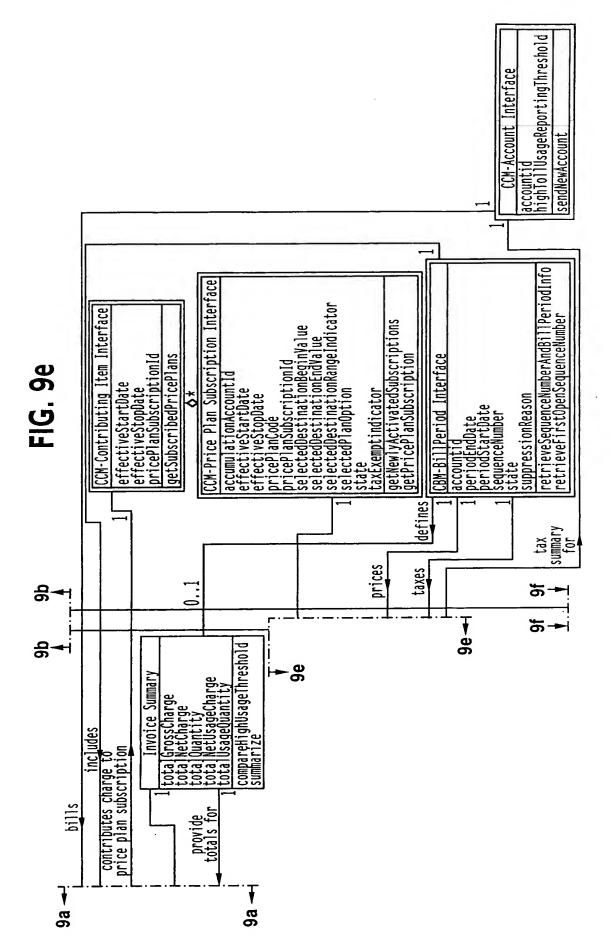
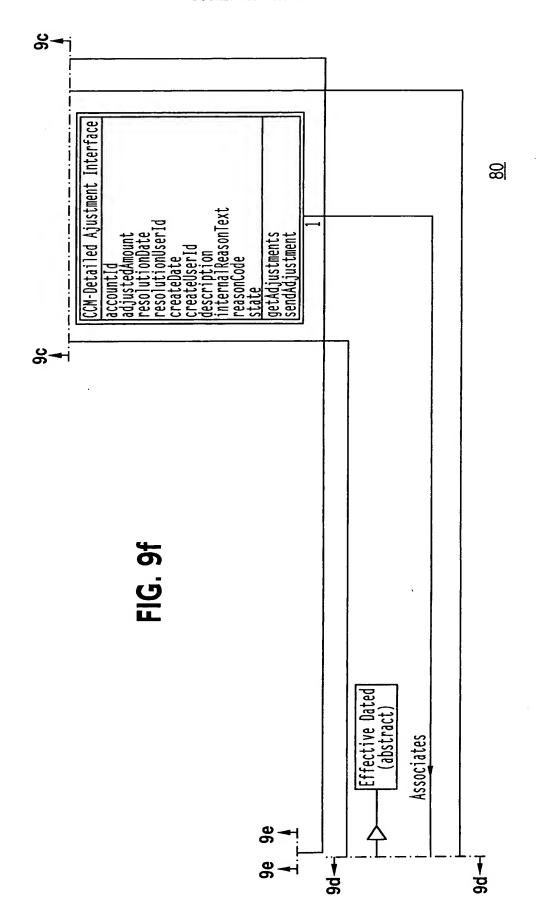


FIG. 9c





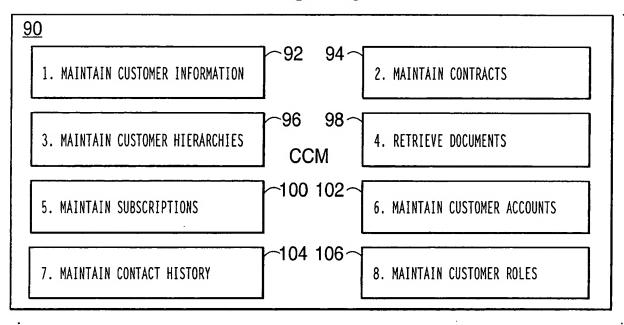




TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al. SERIAL NO.: 10/667,335 DOCKET NO.: 1330.1024D

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FIG. 10



TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM
INVENTORS: M. HANAGAN et al.
SERIAL NO : 10/667 335

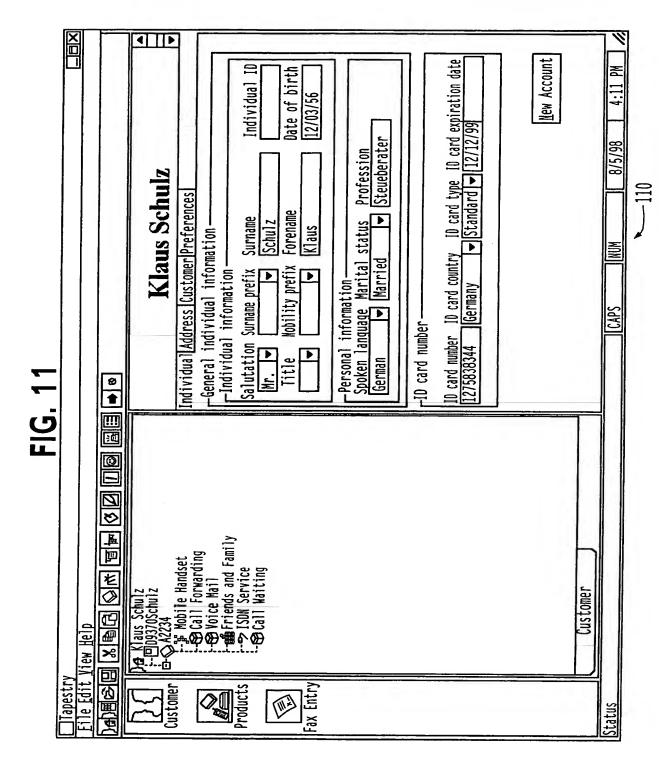
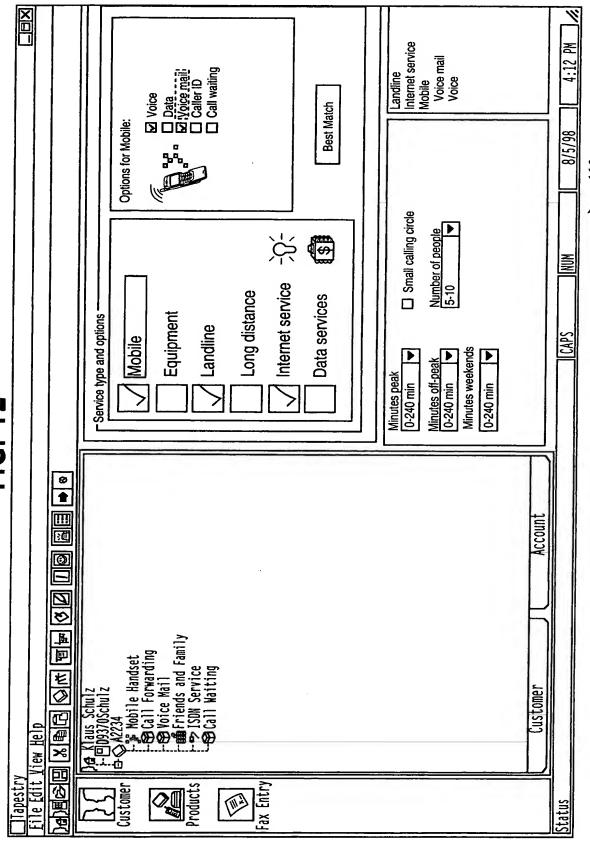
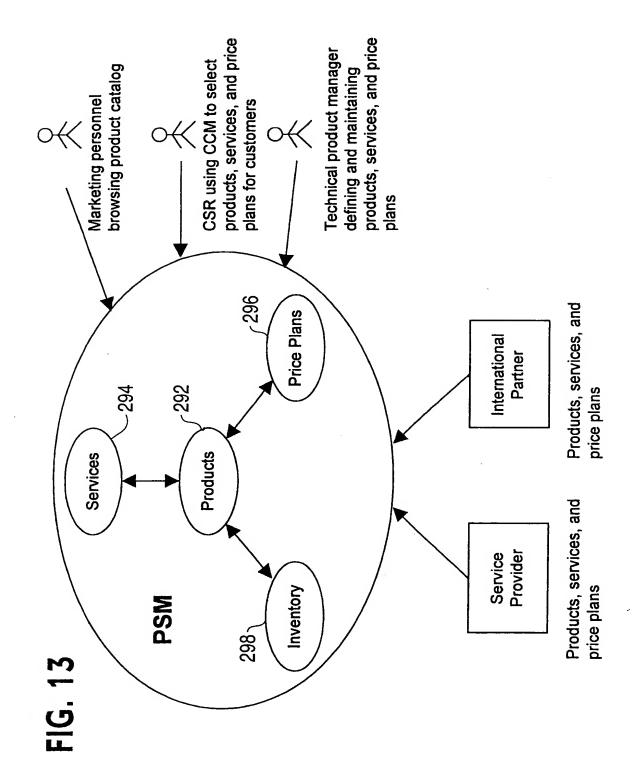


FIG. 12





TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al.

SERIAL NO.: 10/667,335

DOCKET NO.: 1330.1024D

FIG. 14

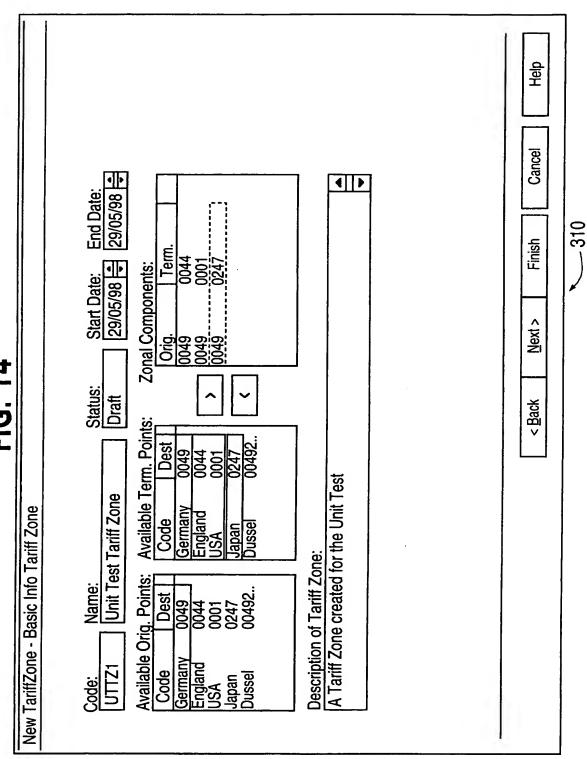
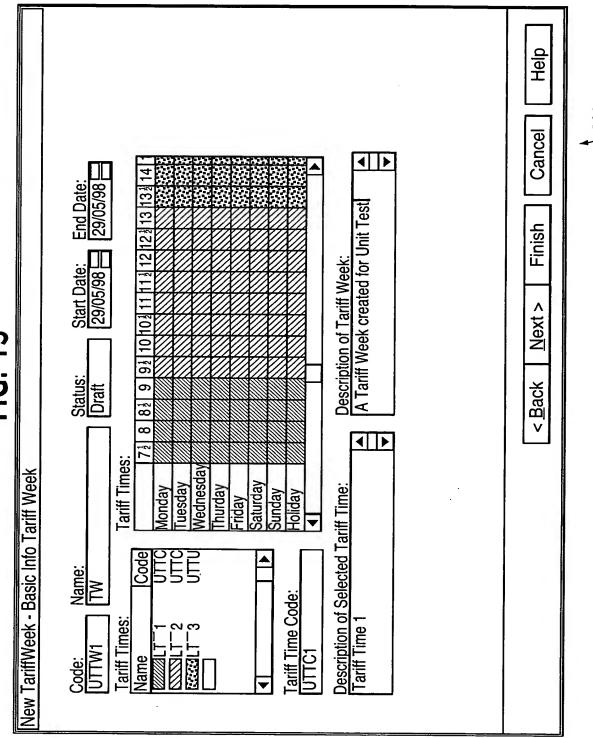
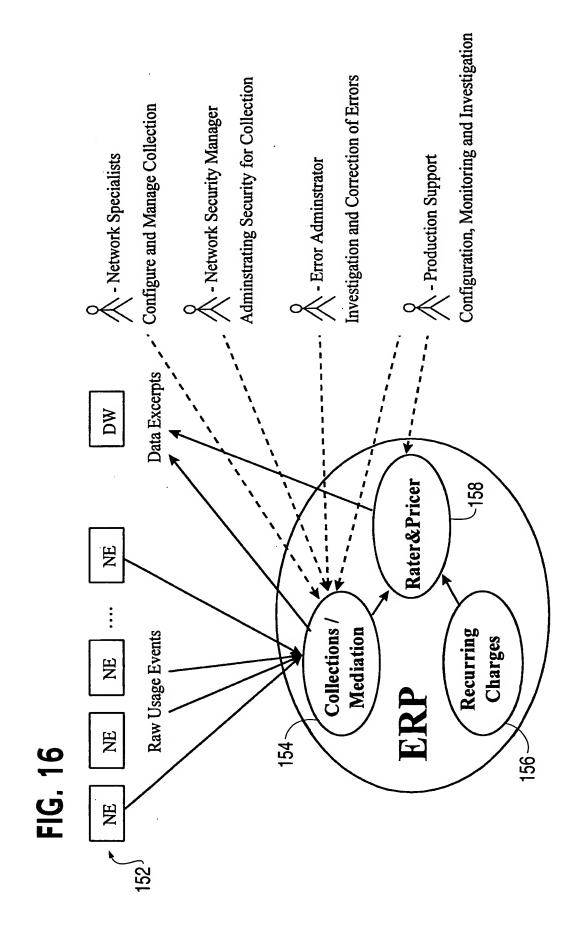
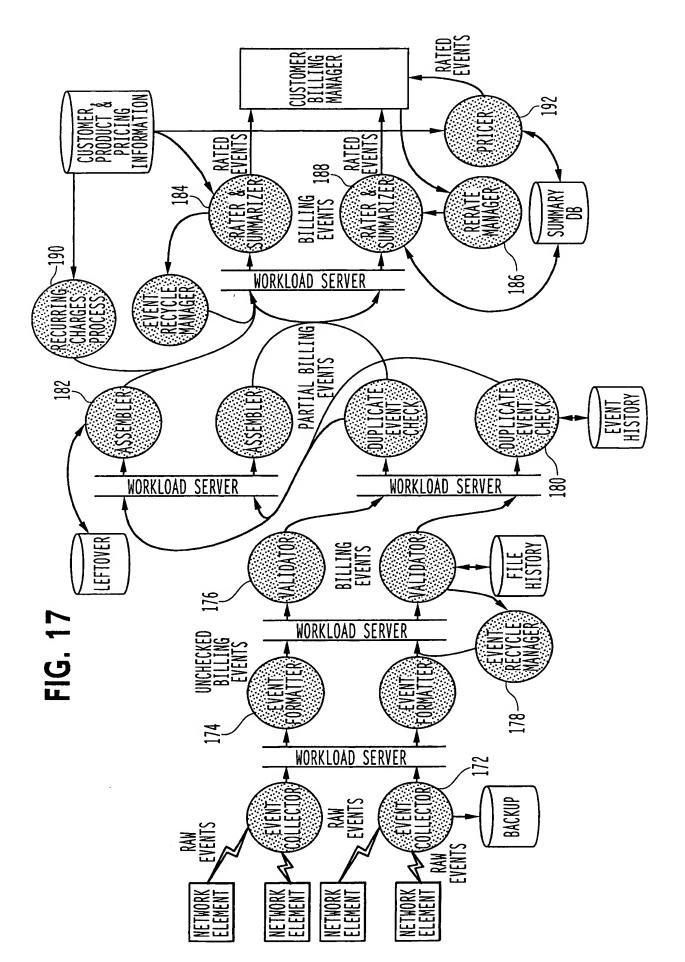


FIG. 15



TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al.
SERIAL NO.: 10/667,335
DOCKET NO.: 1330.1024D

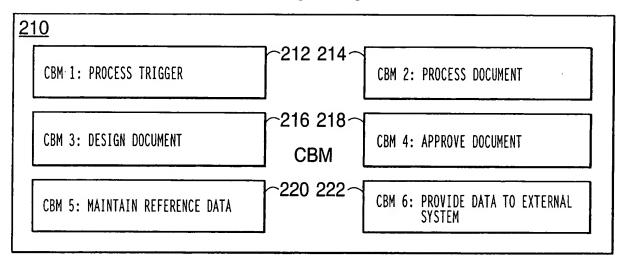




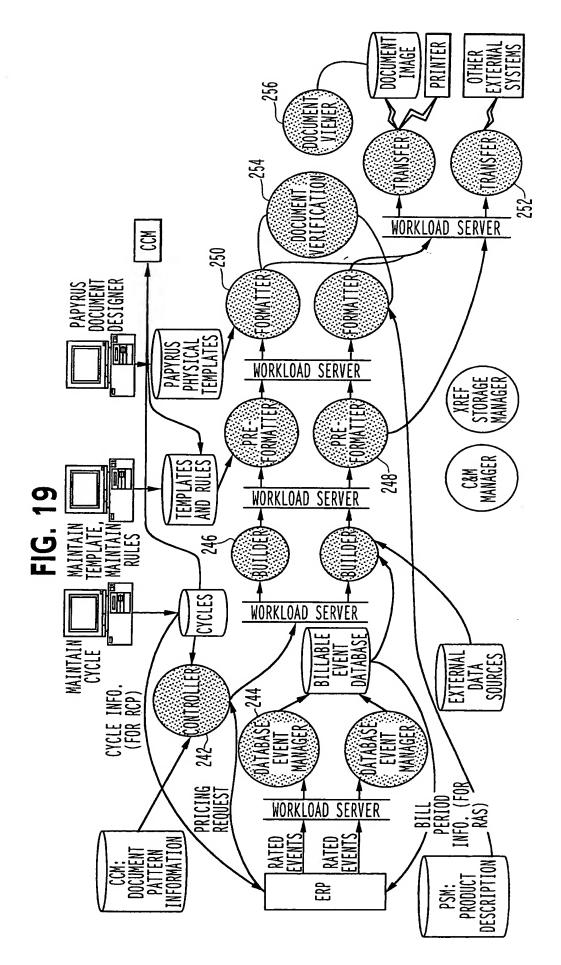
TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al. SERIAL NO.: 10/667,335 DOCKET NO.: 1330.1024D

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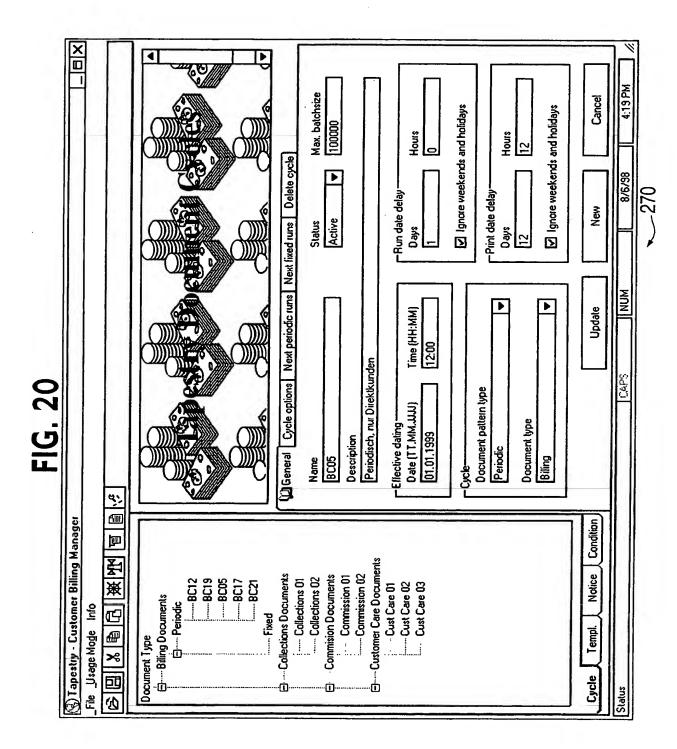
FIG. 18

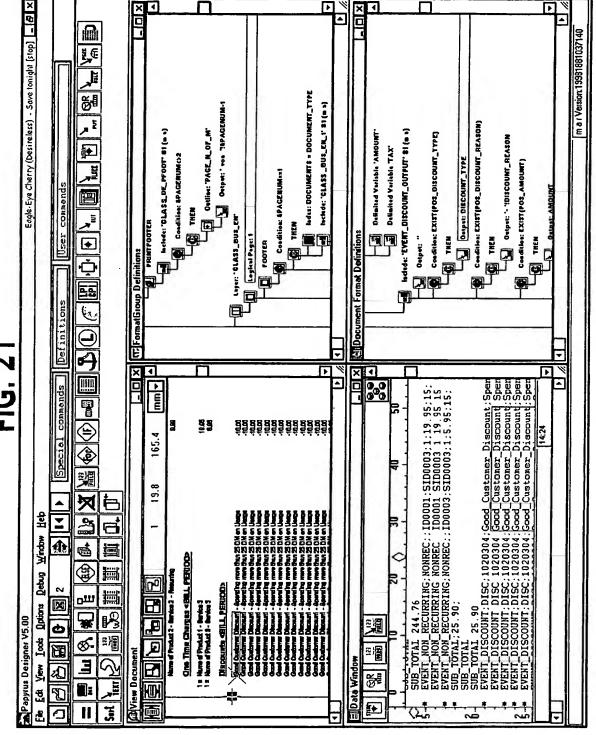


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TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al. SERIAL NO.: 10/667,335 DOCKET NO.: 1330.1024D





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FIG. 22

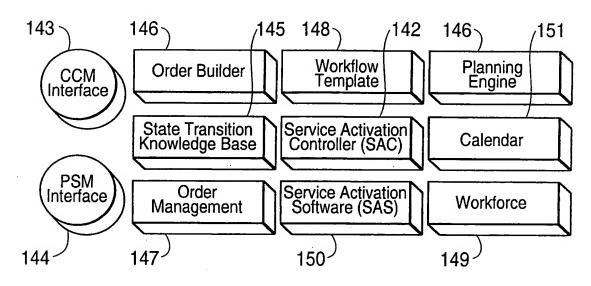
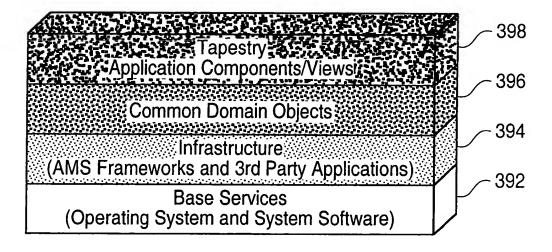
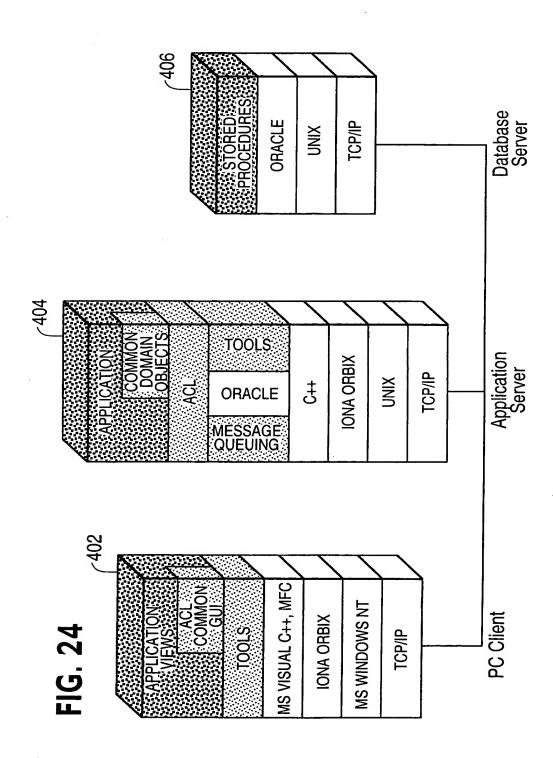
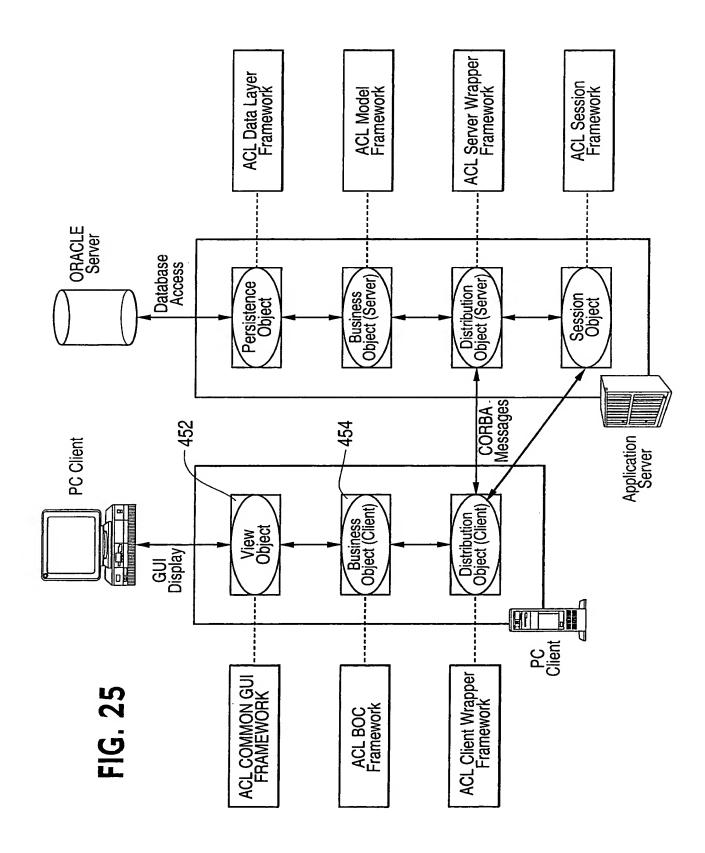
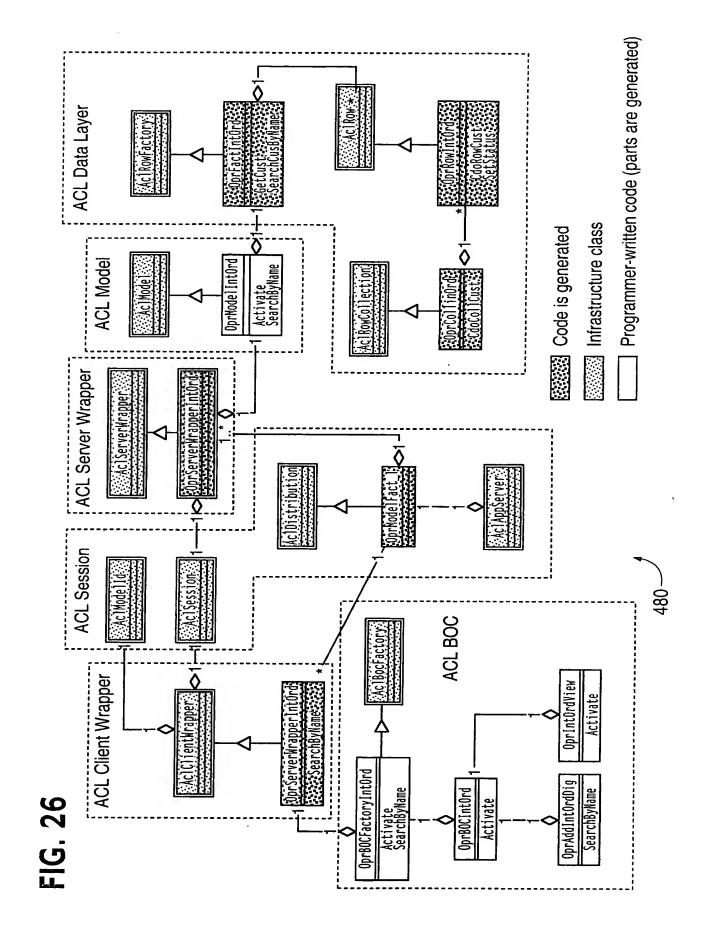


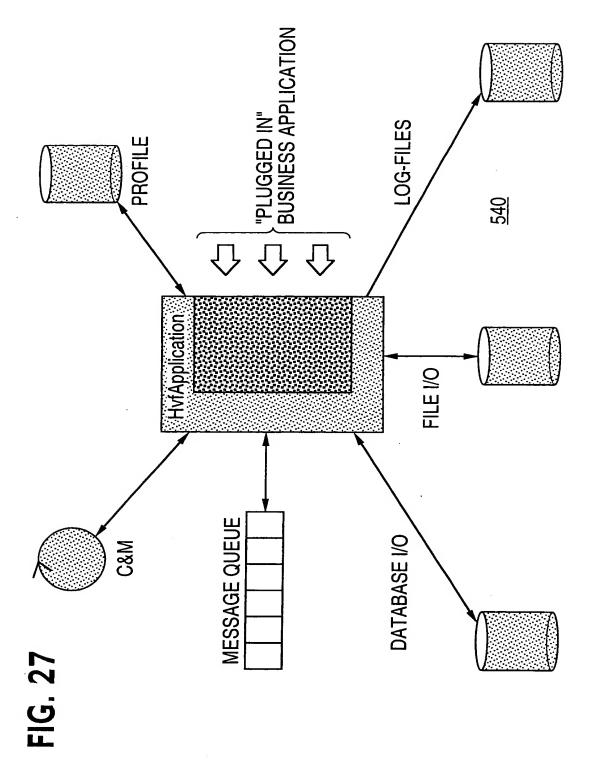
FIG. 23

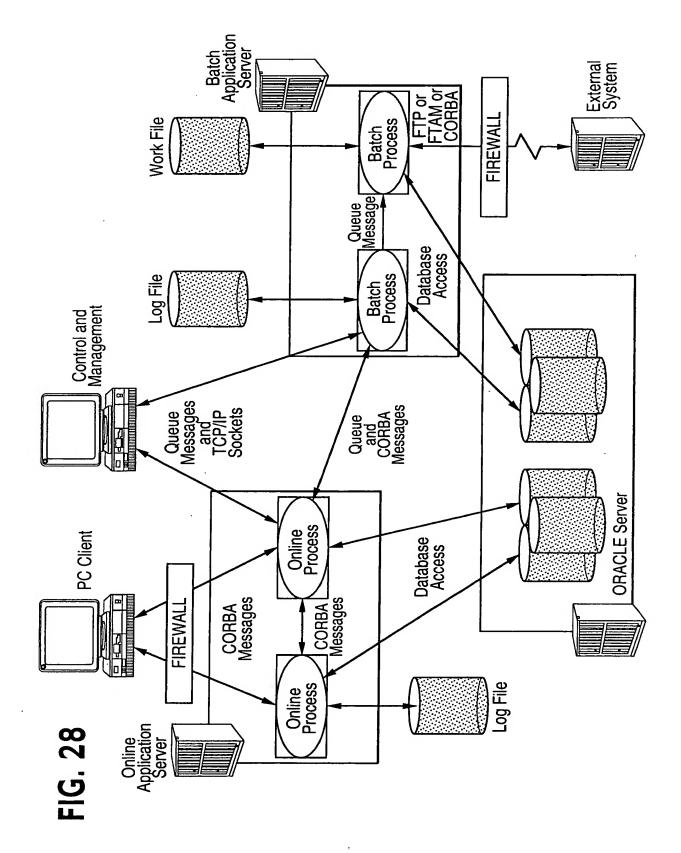












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